

Amendments to the Abstract:

Amend the Abstract of the Disclosure as follows:

-- A method and system for ~~receiving data transmissions between~~
~~consumers and operator call centers and~~ monitoring and reporting performance
information relating to data transmission. One of a plurality of network service
providers associated with the terminating party are identified at the central
controller to enable routing of the data transmission. The central controller
establishes a connection between an originating party and the identified network
service provider for routing of the data transmission to the terminating party. The
data transmission is routed by the central controller to the identified network service
provider, and the status of a portion of the data transmission is monitored by the
central controller while the data transmission to the terminating party occurs and
until the connection with the terminating party ends. Performance information
associated with the data transmission is generating at the central controller based on
the monitored data transmission. The performance information is reported to a third
party by the central controller. ~~the performance of the call centers in handling the~~
~~consumers' inquiries. The performance of each of the call centers may then be~~
~~reported to customers, or third parties, in a variety of formats[[.]]~~ --